

WHAT ARE PEAK ALERTS AND HOW DO THEY WORK?

Peak Alerts are issued when high temperatures could result in a high demand for electricity. Customers will be notified through local media, social media, online, and email.

Peak Alerts are issued when we are directed by our balancing authority, The Balancing Authority of Northern California (BANC), to reduce the electric load.

Although Roseville Electric Utility typically has a sufficient portfolio of resources to meet our customers' electric needs at peak demand, when a Peak Alert is issued we ask that customers reduce their electric usage to help us manage load conditions on the grid.

IS A FLEX ALERT DIFFERENT FROM A PEAK ALERT?

Flex Alerts are part of a statewide program run by the California Independent System Operator (CAISO) which manages the power grid in California.

Much like Roseville Electric's Peak Alert, the purpose of a Flex Alert is to encourage customers to conserve as much energy as they can during a designated period. The ISO typically calls a Flex Alert when statewide forecasts are trending higher than average.

As a member of BANC, our utility does not receive emergency direction from CAISO.

WHAT SHOULD I DO IN THE EVENT OF A PEAK ALERT?

During Peak Alerts, use energy-saving tips to help manage your energy use. This includes:

- Set air conditioning thermostats to 78 degrees or higher, if health permits.

- Don't use major appliances, like the dishwasher or clothes washer/dryer.

- Turn off unnecessary lights.

- Close blinds and drapes.

- Use fans when possible to keep cool.

- DO NOT charge electric vehicles.

- Turn off pool pumps.

Additional energy-saving tips are located at [roseville.ca.us/lowermybill](https://www.roseville.ca.us/lowermybill).

WHEN YOU FORECAST USAGE ON HOT DAYS, DO YOU ACCOUNT FOR SOME LEVEL OF CONSERVATION?

Yes, we account for energy savings from some of our larger customers who partner with Roseville Electric to save when we need it the most. We employ Demand Response programs to conserve power during periods of high demand.

WHAT IS A STAGE 3 EMERGENCY AND WHY DOES IT RESULT IN CUSTOMERS LOSING POWER?

Rotating outages (Stage 3 Emergencies) become necessary when Roseville Electric's balancing authority is unable to meet minimum contingency reserve requirements and load interruption is imminent or in progress. BANC declares these emergencies.

In these scenarios, BANC will call for member utilities to reduce electrical load by turning off certain service immediately, in order to prevent larger outages on the grid. Due to the emergency nature of these outages, we are not able to provide advance warning to customers.

IF ROTATING OUTAGES ARE CALLED, HOW WILL CUSTOMERS KNOW IF/WHEN IT'S THEIR TURN? HOW LONG DO THEY LAST?

If we are in a situation that requires officials at BANC to call for rotating outages, Roseville Electric Utility will communicate to customers through local media, social media and email to alert them of the situation.

Due to the emergency nature of these outages, we will not be able to give advance warning to customers. Customers are being asked to conserve power and plan for the possibility of losing power for a brief period, should a Stage 3 emergency be declared.

A rotating outage typically lasts one to two hours. We manage and rotate the outage across groups of customers throughout the service territory to protect the integrity of our electric system, while limiting the inconvenience to any one customer.

HOW DOES ROSEVILLE DETERMINE WHICH CUSTOMERS LOSE POWER IN THE EVENT OF A STAGE 3 EMERGENCY?

In the event of a Stage 3 Emergency, BANC will communicate to member utilities the amount of energy "load," in MWs, that needs to be taken offline. Roseville Electric then targets circuit blocks to meet the required energy total provided by BANC.

ARE THESE OUTAGES PART OF PUBLIC SAFETY POWER SHUTOFF?

No. These rotating outages called for by BANC are not Public Safety Power Shutoff (PSPS) events. PSPS events are used by neighboring investor-owned utilities because of extreme weather that makes it necessary to temporarily turn off power to reduce the risk of wildfire.